

Statement of Work for GTEDS providing service to Genuity: TBS Performance Improvements

1.0 Management Summary

1.1 Introduction

This Statement of Work is appended to the Agreement For IT Transition Services ("Agreement") dated _____ by and between Genuity Solutions Inc. ("Genuity") and GTE Service Corporation and its affiliates and shall be governed by the terms and conditions thereof. The services described herein shall be provided by GTE Data Services Incorporated (GTEDS) for a period of the earlier of one year from the Effective Date of the IT Transition Services Agreement or the date of completion of the work. This Statement of Work may not be renewed.

1.2 Executive Summary

Genuity uses an operational support system called Telecom Business Solutions© (TBS) to accept new service orders and to design circuits for its customers. The performance of this system is decreasing due to rapid customer growth. This system currently runs on GTEDS computers in a GTEDS data service center. This project addresses the performance problem by having GTEDS install additional server hardware capacity to improve system performance. This will allow time for GTEI to train its staff and make provisions for moving this system to Genuity's data center. This transition will be complete within one year from execution of this statement of work.

1.3 Scope/Objective

This scope of work encompasses the delivery of a cost estimate and a time estimate to provide a systems solution for TBS Performance Improvements per the Genuity Business Case which states:

Two NT servers will be added between the E10K servers in the Fort Wayne Data Center and the clients. The additional servers will de-load the clients to increase performance. An additional benefit is that only the NT boxes will have to be upgraded with new versions of TBS and not all the clients.

1.4 Scope Requirements

- Provide a cost estimate to provide the systems solution to the requirements provided by Genuity.
- Provide a time period estimate to provide the systems solution to the requirements provided by Genuity.

1.5 Assumptions

- Genuity will provide the business functional requirements, targeted user environment description, and performance requirements that must be delivered by a systems solution.
- Genuity will provide a target date by which a systems solution is to be available for Genuity user operations.
- Genuity will respond within 5 business days to a request for clarification of requirement(s).
- Genuity will provide a description of any preferred hardware/software/network environment to which a systems solution should conform.
- All of the work performed hereunder shall be in accordance with the Service Level Agreement for the Application Enhancement and Development of even date herewith.

1.6 Roles and Responsibilities

GTEDS and Genuity team will have the following roles and responsibilities:		Responsibility	
Phase	Activity	Primary	Secondary
Business Requirement Analysis	Document Business Requirements	GTEDS	Genuity
	Review Business Requirements understanding and sufficiency	GTEDS	Genuity
	Provide clarification of requirements as requested	Genuity	
Estimation	Create Project Work Breakdown Structure	GTEDS	
	Create Project Schedule	GTEDS	
	Create Project Cost Estimate	GTEDS	
Project Statement of Work	Create Statement Of Work	GTEDS	
	Review/Approve Statement of Work	Genuity	

1.7 Milestone Schedule

Milestones	Responsible Party	Due Date (dd-mm-yy)
Provide Request For Proposal with Business Requirements	Genuity	4/1/00
SOW Estimate Submitted for Review	GTEDS	5/1/00
Approval to proceed	Genuity	5/15/00

1.8 Personnel

1.8.1 Role Definitions for GTEDS and Genuity are as follows:

Project Manager

- Day to day management and production of stage-end deliverables
- Reporting, Scheduling, and Monitor status reports
- Issues to the project team
- Ensures that the main interests being served by the project team are properly represented at the working level
- Provides continuity in the day to day coordination of the project especially if there are changes in staff

Technical Team

- Ensures that the technical quality of the deliverables are being produced and are consistent with the overall technical strategy of the corporation
- Assists in identifying all the technical tasks and standards that need to be followed
- Identifies and allocates technical resources to facilitate the production of project deliverables

Customer Representative

- Allocates business resources to the project team and ensures that the project's results will work in the operational level of the business

Project Team

- Participate in the entire project implementation
- Provide project status to Project Manager
- Complete task assignment (i.e., project plan assignment)
- Provide project deliverables
- Issues/action items resolutions
- Participates in weekly core team calls
- Provide project estimates
- Participate in scheduled project meetings

Business Team

- Defines requirements
- Ensures that the operational interests of the business are being fully represented in the day-to-day operations of the project
- Helps identify who from the business areas can add value to the project team

Key Resources

- Provide expert knowledge in specific business or technical area
- Contribute to the creation of stage deliverables by providing information and review stage end deliverables

Technical Support

- Ensure system is up and running
- Installations

Network Support

- Provides expert knowledge and support for the implementation of the project on the organization's LAN

Process Coordinator

- Ensures quality of the technical deliverables produced
- Assists in identifying all of the technical tasks and standards that need to be followed

Project Change Control Board

- Reviews all changes ensures that all impacts have been documented
- Approve changes that affect critical milestones

1.8.2 Genuity will ensure the following resources are assigned to support enhancement activities:

- Director, Business Process Specialist and TBS SME

1.8.3 GTEDS will ensure the following resources are assigned to support enhancement activities:

- IT Project and Program manager, Technical Lead, Production Support Specialist, Production support DBA, Long Term Planner, Testing Team.

1.9 Program/Contract Managers

In addition to the Program/Contact Managers named in Supplement No. 1, the following have been named specifically for this SOW.

Title: Genuity Project Manager
Name: Jeanine Barker
Address: 5221 N. O'Connor BLVD, IRVING, TX 75039
Telephone: 972.791.4884
Fax: 972.791.3077

Title: GTEDS Project Manager
Name: Kimberly Brown
Address: 919 Hidden Ridge M06D38, Irving, TX 75038
Telephone: 972.507.1621
Fax: 972.507.1272

1.10 Acceptance Criteria

GTEDS will ensure that the following criteria are met in the delivered product:

- GTEDS will provide complete functionality as specified in the Requirement and Conceptual Solution Document, as of the date of the approved SOW.
- GTEDS will retain documented functionality of previous Releases and SOWs where the functionality is unchanged.
- GTEDS will provide on configuration management resource for twenty-four (24) hours after delivery, to resolve configuration/distribution problems.

1.11 Contract Type

This is a Time and Materials SOW.

1.12 Compensation Authorization

- This Statement of Work has an estimated 981 hours with a total compensation of \$149,629 as defined below:

Payment Deliverable	Authorized Payment
Labor	\$124,922
Travel	\$10,000
Computer Support	\$14,708
Total Cost	\$149,629

Other Information:

Capital (HW/SW & Network)	\$500,000
1 st Year Impact on COPS	\$55,000

1.13 Travel

The following travel requirements are required for this SOW

GTEDS travel is estimated costs 5 trips @ \$2,000 per trip for a total of \$10,000. Trips will be invoiced separately at cost.

1.14 Special Considerations

None

1.15 Reporting Requirements

None

2.0 Approvals

Approval authorizes GTEDS to proceed with scheduling and performing the work.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date or dates indicated below to be effective as of the date specified above.

GTEDS

Genuity Solutions Inc.

By – Signature

By - Signature

Printed Name

Printed Name

Title

Title

Date

Date

Statement of Work for GTEDS providing service to Genuity: Automated TBS ASR Processing

Management Summary

Introduction

This Statement of Work is appended to the Agreement For IT Transition Services ("Agreement") dated _____ by and between Genuity Solutions Inc. ("Genuity") and GTE Service Corporation and its affiliates and shall be governed by the terms and conditions thereof. The services described herein shall be provided by GTE Data Services Incorporated (GTEDS) for a period of the earlier of one year from the Effective Date of the IT Transition Services Agreement or the date of completion of the work. This Statement of Work may not be renewed.

Executive Summary

In order to provide a cross-country circuit for a customer, Genuity must often lease a short "tail circuit" from the customer's location to the nearest Genuity network access location. Today, Genuity requests tail circuits from other telephone companies manually (e.g. by faxing an order form to them). This project automates that process by enabling Genuity to electronically send tail circuit orders to telephone companies.

This project work is already in-progress and entails specialized skills in GTEDS. This capability is needed by October 2000 and Genuity does not have the staff to complete the project by that date. Transfer of the project to another vendor could delay the availability of the functionality.

Scope/Objective

This scope of work encompasses the delivery of a cost estimate and a time estimate to provide a systems solution for Automated TBS ASR Processing per the Genuity business case which states:

This project would eliminate the duplicate manual entry thereby improving the efficiency of the business process and improving the accuracy of the data.

Scope Requirements

- Provide a cost estimate to provide the systems solution to the requirements provided by Genuity.
- Provide a time period estimate to provide the systems solution to the requirements provided by Genuity.

Assumptions

- Genuity will provide the business functional requirements, targeted user environment description, and performance requirements that must be delivered by a systems solution.
- Genuity will provide a target date by which a systems solution is to be available for Genuity user operations.
- Genuity will respond within 5 business days to a request for clarification of requirement(s).
- Genuity will provide a description of any preferred hardware/software/network environment to which a systems solution should conform.
- All of the work performed hereunder shall be in accordance with the Service Level Agreement for the Application Enhancement and Development of even date herewith.

Roles and Responsibilities

GTEDS and Genuity team will have the following roles and responsibilities:		Responsibility	
Phase	Activity	Primary	Secondary
Business Requirement Analysis	Document Business Requirements	GTEDS	Genuity
	Review Business Requirements understanding and sufficiency	GTEDS	Genuity
	Provide clarification of requirements as requested	Genuity	
Estimation	Create Project Work Breakdown Structure	GTEDS	
	Create Project Schedule	GTEDS	
	Create Project Cost Estimate	GTEDS	
Project Statement of Work	Create Statement Of Work	GTEDS	
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Milestone Schedule

Milestones	Responsible Party	Due Date (dd-mm-yy)
Provide Request For Proposal with Business Requirements	Genuity	4/1/00
SOW Estimate Submitted for Review	GTEDS	5/1/00

Approval to proceed	Genuity	5/15/00
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1.8 Personnel

1.8.1 Role Definitions for GTEDS and Genuity are as follows:

Project Manager

- Day to day management and production of stage-end deliverables
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- Ensures that the main interests being served by the project team are properly represented at the working level
- Provides continuity in the day to day coordination of the project especially if there are changes in staff

Technical Team

- Ensures that the technical quality of the deliverables are being produced and are consistent with the overall technical strategy of the corporation
- Assists in identifying all the technical tasks and standards that need to be followed
- Identifies and allocates technical resources to facilitate the production of project deliverables

Customer Representative

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- Defines requirements
- Ensures that the operational interests of the business are being fully represented in the day-to-day operations of the project
- Helps identify who from the business areas can add value to the project team

Key Resources

- Provide expert knowledge in specific business or technical area
- Contribute to the creation of stage deliverables by providing information and review stage end deliverables

Technical Support

- Ensure system is up and running
- Installations

Network Support

- Provides expert knowledge and support for the implementation of the project on the organization's LAN

Process Coordinator

- Ensures quality of the technical deliverables produced
- Assists in identifying all of the technical tasks and standards that need to be followed

Project Change Control Board

- Reviews all changes ensures that all impacts have been documented
- Approve changes that affect critical milestones

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- Director, Business Process Specialist and TBS SME

1.8.3 GTEDS will ensure the following resources are assigned to support enhancement activities:

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Title: Genuity Project Manager
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Title: GTEDS Project Manager
Name: Kimberly Brown
Address: 919 Hidden Ridge M06D38, Irving, TX 75038

Telephone: 972.507.1621
Fax: 972.507.1272

1.10 Acceptance Criteria

- GTEDS will ensure that the following criteria are met in the delivered product:
- GTEDS will provide complete functionality as specified in the Requirement and Conceptual Solution Document, as of the date of the approved SOW.
- GTEDS will retain documented functionality of previous Releases and SOWs where the functionality is unchanged.
- GTEDS will provide on configuration management resource for twenty-four (24) hours after delivery, to resolve configuration/distribution problems.

1.11 Contract Type

This is a Time and Materials SOW.

Compensation Authorization

- This Statement of Work has an estimated 7,806 hours with a total compensation of \$1,110,253 as defined below:

Payment Deliverable	Authorized Payment
Labor	\$943,163
Travel	\$50,000
Computer Support	\$117,090
Total	\$1,110,253

Other Information:

1 st Year Impact on COPS	\$15,000
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1.13 Travel

The following travel requirements are required for this SOW:

- GTEDS travel estimated costs 25 trips @ 2,000 per trip with a total of \$50,000. Trips will be invoiced separately at cost.

Special Considerations

None

Reporting Requirements

None

Approvals

Approval authorizes GTEDS to proceed with scheduling and performing the work.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date or dates indicated below to be effective as of the date specified above.

GTEDS

Genuity Solutions Inc.

By - Signature

By – Signature

Printed Name

Printed Name

Title

Title

Date

Date

**Statement of Work
Between
GTE Service Corporation
And
Genuity Solutions Inc. for
Smallworld - Release 5**

1.0 Management Summary

Introduction

This Statement Of Work is appended to the Agreement for IT Transition Services ("Agreement") dated _____ by and between Genuity Solutions Inc. ("Genuity") and GTE Service Corporation and its affiliates and shall be governed by the terms and conditions thereof. The services described herein shall be provided by GTE Data Services Incorporated (GTEDS) for a period of the earlier of one year from the Effective Date of the IT Transition Services Agreement or the date of completion of the work. This Statement of Work may not be renewed.

This SOW outlines the tasks required by GTEDS for support of "Smallworld - Release 5".

Executive Summary

Genuity uses a network and facility engineering design package called "Smallworld". GTEDS currently supports Smallworld and has been previously engaged to do several projects to improve the accuracy of Smallworld data and enhance the usability of the package.

This work is already well underway and entails specialized skills in GTEDS. It is expected to complete in September 2000 and Genuity does not have the staff to complete the project by that date.

2.0 Scope of Work

2.1 Scope/Objective

The scope of work for this Statement of Work includes all remaining system requirement tasks, high level system designs, detail designs, program management tasks including development workplans, and estimates for delivery of all Smallworld Release 5 components.

A change request to this SOW will be issued for the remaining development, testing, implementation and training activities occurring after 04/28/00.

2.2 Scope Requirements

Based on the information provided by "Genuity" regarding Release 5, the scope of each specific component is as follows:

- ☐ SMW/GRS Reconciliation

Development of workplans, estimates, detail designs and some coding efforts

- ❑ Remote Access (Phase 1)
Development of workplans, estimates, demo, detail designs, and selection and configuration of COTS products
- ❑ SMW Engineering Enhancements - Release 5
Definition of scope, development of workplans and estimates, high level designs
- ❑ Automated Engineering Packages - Revised Solution
Development of workplans, estimates, detail design tasks and some coding efforts

2.3 Work Package Description Summary

See Attachment A, the Requirement and Conceptual Solution Document, for a summary of GTEDS understanding of the requested functionality. This Attachment references the Software Requirements Specification documents for targeted Release 5 components.

2.4 Assumptions

It is assumed that this work effort is for the time period from 04/01/00 through 04/28/00. Code Drop for these SMW Release 5 efforts will be identified and confirmed in a subsequent SOW change request.

A change request to this SOW, incorporating all Smallworld Release-type activities, will be submitted to address the normal systems testing, UAT, and implementation activities performed in support of the verification of all Smallworld application release enhancements.

"Genuity" resources are available and will support the planned efforts targeted prior to the effective date of this SOW. Included are:

- the pre-planning and "As Is" business process definition session scheduled for February 23 and February 24, 2000 in support of the Automated Engineering Packages - Revised Solution
- The follow-up session to map the "As Is" business processes of the proposed "To Be" business processes scheduled for February 28 through March 3, 2000.
- the requirements clarification or "white-board" sessions in support of the ISP/Smart Power/HVAC enhancements to enable delivery of cost estimates and functionality within development windows for Release 5
- timely decisions on the SMW/GRS Reconciliation direction to enable functionality to be delivered within the Release 5 development window
- the Step 2 demonstration of the Remote Access solution set as requested by "Genuity" for presentation in March

This SOW does not include work effort or costs for the SALAD group to perform any required interoperability testing in support of Smallworld Release 5. SALAD has identified themselves as a GNI organization and therefore should secure funding independent of this GTEDS SOW.

2.5 Roles and Responsibilities

GTEDS and "Genuity" team will have the following roles and responsibilities during the activities:

Phase	Activity	Responsibility	
		Primary	Secondary
Project Plan	Document Business Requirements	Genuity	
	Develop and Maintain Project Plan	GTEDS	Genuity
	Identify Team Members	GTEDS	Genuity
Design Solution	Develop DS	GTEDS	
	Review/Approve DS	Genuity	

Proposed Solution

The various components of R5 will involve some custom development of both executable code and wizards, and some enhancement of existing applications as well as the implementation of new software. See HLD documents referenced in Attachment A for targeted Release 5 components.

Milestone Schedule

Milestones	Responsible Party	Due Date (dd-mm-yy)
SOW Estimate Submitted for Review	GTEDS	03/10/00
Approval to proceed	Genuity	03/17/00
Completion of Integrated Detail Design Phase	GTEDS	04/01/00
Deliver ECG for Release 5	GTEDS	04/21/00

This SOW is to cover the design efforts of all components of R5. GTEDS will provide a complete schedule and development estimate after the Detailed Design document that integrates all the R5 components is completed.

Deliverables

2.6.a "Genuity" Deliverables:

2.6.a.1 "Genuity" shall participate in the creation of the Smallworld R5 Project Plan.

2.6.a.2 "Genuity"'s Program Manager will be responsible for the milestones assigned to "Genuity" and will participate in all management activities associated with the implementation of this SOW.

2.6.b GTEDS Deliverables:

2.6.b.1 GTEDS shall prepare and deliver the following to "Genuity" in accordance with the requirements of this SOW:

- 2.6.b.1.1 Detailed Design documents
- 2.6.b.1.2 Development schedule and estimate

2.8.c Deliverable Due Dates:

The following schedule reflects the due dates for the required documents outlined in this SOW:

Deliverable	Responsible (PARTY)	Due Date (dd-mm-yy)
Signed Approval	Genuity	03/17/00
Complete Detailed Design documents	GTEDS	04/01/00
Complete Development Estimate and Schedule	GTEDS	04/15/00

The following schedule identifies the targeted milestones for Release 5 that will be documented and confirmed in a subsequent change request to this SOW anticipated on or about mid-April after all scope and design decisions are finalized.

Deliverable	Responsible (PARTY)	Due Date (dd-mm-yy)
Live in Production	GTEDS	07/28/00
User Training	GTEDS	08/07/00 - 09/15/00

Key Personnel

Not Applicable

Program/Contract Managers

In addition to the Program/Contact Managers named in Supplement No. 1, the following have been named specifically for this SOW.

Title: Genuity Program Manager
Name: David Baxley
Address: 5800 Campus Circle East
Irving, Texas 75063
Telephone: 972-465-6338
Fax: 972-465-6576

Title: GTEDS Program Manager
Name: Jim Malec
Address: 1 E. Telecom Parkway
Temple Terrace, FL 33637
Telephone: 813-978-2185
Fax: 813-978-4022

Contract Type

This SOW is comprised of two (2) pricing components in support of performing and completing all design phase activities of the identified components in Section 2.2, Scope Requirements, for Smallworld Release 5:

- Time and Materials (T&M) for GTEDS to perform the system provisioning, production support, quality assurance, program management, training, and implementation activities required to complete the UAT and implement Smallworld Release 5
- Firm Fixed Price (FFP) for vendor-related expenses on a pass-through basis

Compensation Authorization

2.12.1 Time and Materials

This Statement of Work has an estimated 2,242 hours with a total compensation of \$352,961 as defined below:

Payment Deliverable	Authorized Payment
Labor	313,331
Travel	6,000
Computer Support	33,630
Total	\$352,961

2.12.2 Fixed Price

The Fixed Price funding authorized by this Statement of Work is \$249,830.

Travel

- 2.6.a No specific travel requirements are anticipated during the timeframes identified within this SOW. However, if travel needs do arise, GTEDS will identify and may request authorization and approval from "Genuity" prior to travel.
- 2.6.b If approved, GTEDS may invoice "Genuity" for approved reimbursable travel expenses at actual costs incurred as a result of performance under a Statement of Work ("Reimbursable Travel Expenses") in accordance with the Master Contract.

Acceptance Criteria

GTE Data Services will ensure that the following criteria are met in the delivered product:

- GTEDS will provide a complete and integrated design that will provide functionality as specified in the Requirement and Conceptual Solution Document, as of the date of the approved SOW.
- GTEDS will retain documented functionality of previous Releases and SOWs where the functionality is unchanged.

Reporting Requirements

None

3.0 Special Considerations

Due to recent redirection in the design and delivery approach for Automated Engineering Packages (Phase 1), the revised solution may not be part of this SOW or a revised delivery date for production may be necessitated.

Approvals:

Approval authorizes GTEDS to proceed with the design phase of Release 5.

This SOW pricing is valid for 90 days. If the SOW is not approved in 90 days, GTEDS reserves the right to alter or modify the schedule or the price of the work.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date or dates indicated below to be effective as of the date specified above.

**GTE DATA SERVICES
INCORPORATED**

GENUITY SOLUTIONS INC.

By – Signature

By - Signature

Printed Name

Printed Name

Title

Title

Date

Date

Attachment A – Requirement and Conceptual Solution Document

This section identifies the documents produced by the Work Request Review Board as GTEDS' understanding of the requested requirement and GTEDS' conceptual solution.

The following SRS and HLD documents for each respective Release 5 component serves as the basis for the requirements and conceptual solution of the enhancement.

- ❑ SMW/TBS Interface (Phase 1)
 - Software Requirements Specification - TBS/Smallworld Version 8.0 dated November 9, 1999
 - Smallworld/TBS Interface - Release 1 - Combined High Level Design dated February 14, 2000
- ❑ SMW/GRS Reconciliation
 - Reconcile GRS/Smallworld - Software Requirements Specification - Version 1.0 - dated January 20, 2000
 - HLD - pending
- ❑ Remote Access (Phase 1)
 - Smallworld Desktop Remote Access - Software Requirements Specification - Version 1.0 - dated January 21, 2000
 - HLD - pending
- ❑ SMW Engineering Enhancements - Release 5
 - ISP Routing Visibility - Software Requirements Specification - Version 2.1 - dated December 29, 1999
 - Smart Power/HVAC - Software Requirements Specification - Version 1.0 - dated December 10, 1999
- ❑ Automated Engineering Packages - Revised Solution

End of Attachment A

**Statement of Work
Between
GTE Service Corporation
And
Genuity Solutions Inc.
To Provide
Web Based Interface to PSR**

1.0 Management Summary

1.1 Introduction

This Statement Of Work is appended to the Agreement for IT Transition Services ("Agreement") dated _____ by and between Genuity Solutions Inc. ("Genuity") and GTE Service Corporation and its affiliates and shall be governed by the terms and conditions thereof. The services described herein shall be provided by GTE Data Services Incorporated (GTEDS) for a period of the earlier of one year from the Effective Date of the IT Transition Services Agreement or the date of completion of the work. This Statement of Work may not be renewed.

This SOW outlines the tasks required by GTEDS for support of "Web Based Interface to PSR".

1.2 Executive Summary

Genuity uses an operational support system called Telecom Business Solutions© (TBS) to accept new service orders and to design circuits for customers. Each user of this system is required to install a large, complicated, expensive program on his PC. Only a small number of users need the full capabilities of this large program. Most users only need the ability to enter and check the status of orders. This project makes those order management capabilities available via a standard Web Browser which already exists on everyone's PC.

This work is already well underway and entails specialized skills in GTEDS. It is expected to complete in August 2000 and Genuity does not have the staff to complete the project by that date.

1.3 Scope/Objective

This scope of work included the following deliverables:

- Updated Project Plan
- Updated Software Requirements Specification
- Monthly Status Reports
- Updated Training Requirements Documentation
- User Acceptance Test Plan and Test Scripts

Creation of a web based interface to existing TBS PSR module for order entry. Future phases will include capability to export status and tracking information from the PSR.

Genuity acknowledges that the Web Based Interface, and all designs and code, Web pages created herein, for this Statement Of Work, are developed for use by multiple entities, including Genuity.

1.4 Scope Requirements

Based on the information provided by Genuity regarding the web-based interface to PSR, the scope of the project is as follows:

- This will provide a web-based interface into TBS/PSR for order entry, tracking and status update. PSR is the order entry module of TBS, which is developed by the vendor Metasolv. This will enable field and remote personnel to access limited TBS/PSR functionality remotely. Project will leverage the Genuity effort currently underway to provide web access to the CODA system. A conceptual diagram of the interface is shown in Appendix A. Detailed order status and tracking will not be available until Metasolv can deliver the work management API (currently scheduled for April 2000).

1.5 Work Package Description Summary

See Attachment A, the Requirement and Conceptual Solution Document, for a summary of GTEDS understanding of the requested functionality, and our conceptual solution for the request.

1.6 Assumptions

- Several stages of the project will be performed in parallel rather than sequentially.
- Project team will be able to leverage the design and building efforts that went into the GNI internally developed CODA (Circuit Order Data Analysis) data base, especially during requirements sessions.
- There will be no requirement to provide ad hoc reports to end-users.
- Products not in PSR as of a to be determined freeze date will be provided as future release/upgrade.
- Project will not result in loss of current CODA reporting functions.
- Telecom sales end users will access detailed service/circuit information (beyond what is available through standard reports) by direct contact with the Telecom CSC

1.7 Roles and Responsibilities:

GTEDS and Genuity team will have the following roles and responsibilities:

Phase	Activity	Responsibility	
		Primary	Secondary
Project Plan	Document Business Requirements	GTEDS	Genuity
	Develop and Maintain Project Plan	GTEDS	Genuity
	Identify Team Members	GTEDS	Genuity
Requirements Analysis	Conduct Kickoff Meeting	GTEDS	Genuity
	Schedule System Specification Meetings	GTEDS	
	Schedule Subject Matter Experts	Genuity	
	Conduct System Specification Meetings	GTEDS	
	Develop System Specification	GTEDS	
	Review/Approve System Specification	Genuity	
Design Solution	Develop DS	GTEDS	
	Review/Approve DS	Genuity	
Program Development	Develop Application	GTEDS	
System Testing	Develop Integration/Systems Test Plan	GTEDS	
	Conduct I/S Test	GTEDS	
	Develop User and System Documentation	GTEDS	
	Review/Approve User and System Documentation	Genuity	
User Acceptance Test	Develop Acceptance Test Plan	GTEDS	Genuity
	Develop Acceptance Test Cases	GTEDS	Genuity
	Conduct Acceptance Test	GTEDS	Genuity
	Approve Production Implementation Schedule	Genuity	GTEDS
Training	Train the User's Trainers	GTEDS	Genuity
	Conduct User Training	Genuity	
Production Implementation	Installation of Release	GTEDS	Genuity

1.8 Proposed Solution

The web-based interface to TBS-PSR will be provided by using the TBS-PSR API from Metasolv. This will provide a 2-way interface into TBS for entering orders into the PSR and retrieving high level tracking and status information from the TBS database. This is dependent upon the installation of TBS V4.2. Web pages, server, and required databases will be delivered by GTE-IT. Detailed functionality requirements and design will be defined during a 2 phase requirements gathering session. Expected hardware and network requirements include connectivity via the GTE inter-WAN for the API server and web server, external connectivity for remote and field personnel using the web. Details of network and hardware requirements will be defined during the network and technical architecture review stages.

1.7 Roles and Responsibilities:

GTEDS and Genuity team will have the following roles and responsibilities:

Phase	Activity	Responsibility	
		Primary	Secondary
Project Plan	Document Business Requirements	GTEDS	Genuity
	Develop and Maintain Project Plan	GTEDS	Genuity
	Identify Team Members	GTEDS	Genuity
Requirements Analysis	Conduct Kickoff Meeting	GTEDS	Genuity
	Schedule System Specification Meetings	GTEDS	
	Schedule Subject Matter Experts	Genuity	
	Conduct System Specification Meetings	GTEDS	
	Develop System Specification	GTEDS	
	Review/Approve System Specification	Genuity	
Design Solution	Develop DS	GTEDS	
	Review/Approve DS	Genuity	
Program Development	Develop Application	GTEDS	
System Testing	Develop Integration/Systems Test Plan	GTEDS	
	Conduct I/S Test	GTEDS	
	Develop User and System Documentation	GTEDS	
	Review/Approve User and System Documentation	Genuity	
User Acceptance Test	Develop Acceptance Test Plan	GTEDS	Genuity
	Develop Acceptance Test Cases	GTEDS	Genuity
	Conduct Acceptance Test	GTEDS	Genuity
	Approve Production Implementation Schedule	Genuity	GTEDS
Training	Train the User's Trainers	GTEDS	Genuity
	Conduct User Training	Genuity	
Production Implementation	Installation of Release	GTEDS	Genuity

1.8 Proposed Solution

The web-based interface to TBS-PSR will be provided by using the TBS-PSR API from Metasolv. This will provide a 2-way interface into TBS for entering orders into the PSR and retrieving high level tracking and status information from the TBS database. This is dependent upon the installation of TBS V4.2. Web pages, server, and required databases will be delivered by GTE-IT. Detailed functionality requirements and design will be defined during a 2 phase requirements gathering session. Expected hardware and network requirements include connectivity via the GTE inter-WAN for the API server and web server, external connectivity for remote and field personnel using the web. Details of network and hardware requirements will be defined during the network and technical architecture review stages.

1.9 Milestone Schedule: (Based on second release for status and tracking functions)

Milestones	Responsible Party	Due Date (dd-mm-yy)
SOW Estimate Submitted for Review	GTEDS	3/29/00
Approval to proceed	Genuity	NLT 3/31/00
System Test	GTEDS	7/31/00
Delivery to Customer	GTEDS	8/31/00
User Acceptance Test	Genuity	2 Days from Delivery
Sign-off/Acceptance	GTEDS and Genuity	5 days from completion of Delivery

After Genuity approves the SOW and provides the authorization to proceed, GTEDS will schedule all final due dates and provide an implementation plan, in addition to this matrix, that shows the logical sequences of events and key milestones. Key milestones on the critical path shall be closely monitored by GTEDS to ensure that schedule risk is minimized, and alternate paths and/or solutions are available if needed.

1.10 Deliverables

1.10.1 Genuity Deliverables:

- Genuity shall participate in the creation of the Web Based Interface to PSR Project Plan.
- Genuity's Project Manager will be responsible for the milestones assigned to Genuity and will participate in all management activities associated with the implementation of this SOW.

1.10.2 GTEDS Deliverables:

GTEDS shall prepare and deliver the following to Genuity in accordance with the requirements of this SOW:

- Project Plan
- Software Requirements Specification
- Training Requirements Documentation
- User Test Plan and Test Scripts
- Monthly Status Reports
- Deliverable Due Dates

1.10.3 The following schedule reflects the due dates for the required documents outlined in this SOW:

Deliverable	Responsible (PARTY)	Due Date (dd-mm-yy)
Signed Approval	Genuity	5- 30 Days from 02-25-00
Schedule	GTEDS	10 Days From Approval
Code	GTEDS	To Be Determined based on approval
Documentation	GTEDS	To Be Determined based on approval

1.11 Personnel

1.11.1 Role Definitions for GTEDS and Genuity are as follows:

Project Manager

- Day to day management and production of stage-end deliverables
- Reporting, Scheduling, and Monitor status reports
- Issues to the project team
- Ensures that the main interests being served by the project team are properly represented at the working level
- Provides continuity in the day to day coordination of the project especially if there are changes in staff

Technical Team

- Ensures that the technical quality of the deliverables are being produced and are consistent with the overall technical strategy of the corporation
- Assists in identifying all the technical tasks and standards that need to be followed
- Identifies and allocates technical resources to facilitate the production of project deliverables

Customer Representative

- Allocates business resources to the project team and ensures that the project's results will work in the operational level of the business

Project Team

- Participate in the entire project implementation
- Provide project status to Project Manager
- Complete task assignment (i.e., project plan assignment)
- Provide project deliverables
- Issues/action items resolutions
- Participates in weekly core team calls
- Provide project estimates
- Participate in scheduled project meetings

Business Team

- Defines requirements
- Ensures that the operational interests of the business are being fully represented in the day-to-day operations of the project
- Helps identify who from the business areas can add value to the project team

Key Resources

- Provide expert knowledge in specific business or technical area
- Contribute to the creation of stage deliverables by providing information and review stage end deliverables

Technical Support

- Ensure system is up and running
- Installations

Network Support

- Provides expert knowledge and support for the implementation of the project on the organization's LAN

Process Coordinator

- Ensures quality of the technical deliverables produced
- Assists in identifying all of the technical tasks and standards that need to be followed

Project Change Control Board

- Reviews all changes ensures that all impacts have been documented
- Approve changes that affect critical milestones

1.11.2 Genuity will ensure the following resources are assigned to support enhancement activities:

- Sufficient subject matter experts and end users to define system requirements during definition phases
- Sufficient end users for initial pilot training and user acceptance testing
- Sufficient program/project management throughout the project to participate in management discussions, issue resolution, risk mitigation planning.

1.11.3 GTEDS will ensure the following resources are assigned to support enhancement activities:

- Sufficient requirements managers to formally define system requirements during definition phases. Sufficient technical subject matter experts to define architecture and network requirements during requirements and design phases.
- Sufficient technical personnel to create code, define operating environments, perform unit and systems testing during construction and testing phases.
- Sufficient technical support for creating user acceptance test environment and support of testing.
- Sufficient program management support to oversee and direct the project, participate management discussions, issue resolution and risk mitigation planning.

1.12 Program/Contract Managers

The following have been named specifically for this SOW:

Title: Genuity Project Manager
Name: Jeanine Barker
Address: Mail Stop HQL13C54
5221 N O'Conner Blvd
Irving TX 75039
Telephone: 972-791-4884
Fax: 972 791 3077

Title: GTEDS Project Manager
Name: Doug Bird
Address: Mail Stop HQM06A18
717 Hidden Ridge Drive

Irving, TX 75038
Telephone: 972-507-4622
Fax: 972 507 2065

1.13 Contract Type

This is a Time and Materials SOW

1.14 Compensation Authorization

- This Statement of Work has an estimated 8,851 hours with a total compensation of \$971,628 as defined below:

Payment Deliverable	Authorized Payment
Labor	\$821,363
Travel	\$17,500
Computer Support	\$132,765
Total	\$971,628

Other Information:

Capital (HW/SW & Network)	\$120,000
1 st Year Impact on COPS	\$93,670

1.15 Travel

This SOW authorizes travel between Tampa, FL and Dallas, TX.

1.16 Acceptance Criteria

GTEDS will ensure that the following criteria are met in the delivered product:

- GTEDS will provide complete functionality as specified in the Requirement and Conceptual Solution Document, as of the date of the approved SOW
- GTEDS will retain documented functionality of previous Releases and SOWs where the functionality is unchanged.
- GTEDS will provide one configuration management resource for twenty-four (24) hours after delivery, to resolve configuration/distribution problems.

1.17 Special Considerations

None

1.18 Reporting Requirements

None

2.0 Approvals

Approval authorizes GTEDS to proceed with scheduling and performing the work.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date or dates indicated below to be effective as of the date specified above.

GTEDS

GENUITY SOLUTIONS INC.

By - Signature

By - Signature

Printed Name

Printed Name

Title

Title

Date

Date

Attachment A – Requirement and Conceptual Solution Document

Requirement Description

Provide web entry for new customer account creation including establishing relationship between customer/multiple billing account data and overwriting TBS default customer account number. Must also include ability to relate billing to customer, change relationships as required. Perform order entry activities for private line, ATM, and FR circuits. Includes new, change, and sup orders.

Perform order entry activities for colocation. Process LSOs

Ability to identify when circuit is going off or on network to cue generation of ASR

Pass error messages back to order entry web front end when TBS is unable to successfully process order.

Provide all canned PSR reports.

Provide channel to status key work flow checkpoints such as ASR, FOC, PTD, DLR Due and receive dates and explanatory notes.

Reports need to associate Telecom and GNI circuit IDs for same customer service

Provide reports of circuits in jeopardy status

Provide summary activity or circuit reports for managers

Provide status report of PSR pending orders

Provide daily activity reports, customizable by user privilege

Provide for system security by restricting allowed activity based on user ID and roles/privileges permissions

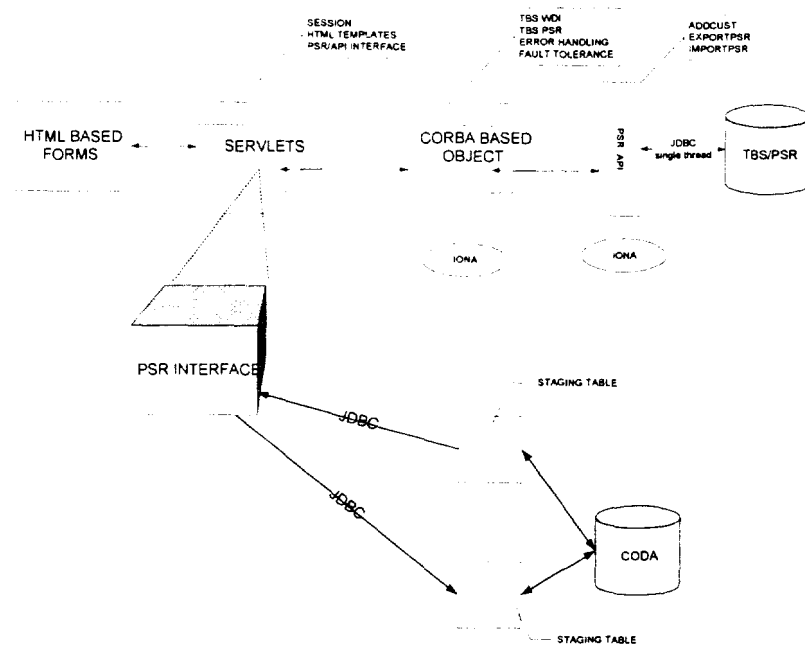
Provide online help and user guides for system

Define end user training required

Conceptual Solution

The web-based interface to TBS-PSR will be provided by first purchasing and installing the TBS-PSR API from Metasolv. This will provide a 2-way interface into TBS for entering orders into the PSR and retrieving high level tracking and status information from the TBS database. Web pages, server, and required databases will be delivered by GTE-IT. Detailed functionality requirements and design will be defined during a 2 phase requirements gathering session. Expected hardware and network requirements include connectivity via the GTE inter-WAN for the API server and web server, external connectivity for remote and field personnel using the web. Details of network and hardware requirements will be defined during the network and technical architecture review stages.

Conceptual Diagram



End of Attachment A